

The Professional Development Center will present 13 courses for open enrollment in November .

Of particular interest are these courses:

Mentoring: View from Both Sides
Media Relations
Basics of Management

November 5
November 19
starts November 25

Brief descriptions of all 13 November courses are below. Thanks.

REGISTRATION

Online: <https://pdc.mt.gov/register.asp>

By phone: 444-3985

By Outlook: PDC Registrations

By e-mail: pdc01@mt.gov

By mail: P.O. Box 200127, Helena, MT 59620-0127

<http://pdc.mt.gov>

MENTORING: THE VIEW FROM BOTH SIDES

November 5 Helena

8:30 a.m. - noon

Investment is \$90 (discounts for multiple attendees from one organization)

Mentoring has become an effective method to help employees with orientation, career advancement, problem solving, and support. Organizations profit from such relationships by increased productivity, reduced turnover, and solid management teams. Organizations also gain a pool of qualified individuals to fill vacant positions. In this workshop, we will examine the benefits of both sides and the rewards associated with this alliance.

INVESTIGATING PERSONNEL ISSUES

November 6 Helena

8:30 a.m. to 4:30 p.m.

Investment is \$118 (discounts for multiple attendees from one organization)

Available for 6.5 CLE credits

Managers, personnel officers, and other employees can, at any time, get involved with investigating a complaint. The issues are often sensitive, involving sexual harassment, alleged misconduct, and performance with the public, even on-the-job accidents. This one-day workshop will explore the need for investigation, methods, interview techniques, documentation, and confidentiality.

INTRODUCTION TO MYERS-BRIGGS TYPE INDICATOR

November 13 Helena

8:30 a.m. - noon

Investment is \$105 (discounts for multiple attendees from one organization)

Anyone who seeks a better understanding of themselves and others should attend this half-day workshop. Using the Myers-Briggs Type Indicator, participants will develop a thorough psychological self-portrait and a deeper understanding of themselves and others.

ROBERT'S RULES OF ORDER

NEW!

November 13 Missoula

8:30 a.m. - noon

Investment is \$90 (discounts for multiple attendees from one organization)

There are some basic principles and procedures that apply to all decision-making processes, whether you are a manager trying to lead a work team or an officer in an organization trying to conduct a meeting. These principles and procedures are referred to formally as parliamentary procedure. The **Professional Development Center** will offer *Robert's Rules of Order*, one man's discussion of parliamentary procedure that has become the leading authority in most organizations today.

RIGHTING YOUR WRITING

November 14 & 21 Lewistown

8:30 a.m. - noon each day

Investment is \$130 (discounts for multiple attendees from one organization)

This workshop begins and ends with these three rules of writing: be clear, be concise, be brief. And all the stuff in between will help you follow them with increased ease and confidence. Between sessions, the instructor will review and comment on writing samples from each participant.

CONTEMPORARY WRITING SKILLS

November 17 1 – 4:30 p.m.

November 18 8:30 a.m. - noon

Helena

Investment is \$118 (discounts for multiple attendees from one organization)

This ever-popular seminar is intended to improve professional skills in composing and revising prose, with an emphasis in punctuation, grammar, and style in contemporary use.

MEDIA RELATIONS

November 19 Helena

8:30 a.m. to 4:30 p.m.

Investment is \$118 (discounts for multiple attendees from one organization)

This day-long seminar is intended for anyone who has contact with the press. It addresses the rights and responsibilities of working with the press, and includes a video recorded press interview.

BUILDING COMMUNICATIONS SKILLS: EFFECTIVE COMMUNICATION SKILLS

November 19 Helena

8:30 a.m. - noon

Investment is \$90 (take the whole *Building Communication Skills* series for \$380 – a 33% savings), (discounts for multiple attendees from one organization)

During this intensive communication session, participants engage in a series of skill-building exercises to practice effective communication tools. These tools include active listening and giving effective feedback.

BUILDING COMMUNICATION SKILLS: ON BEING ASSERTIVE

November 19 Helena

1 – 4:30 p.m.

Investment is \$90 (take the whole *Building Communication Skills* series for \$380 – a 33% savings), (discounts for multiple attendees from one organization)

Participants will learn the four types of communication behaviors, and develop the tools necessary to use assertive communication to better express their views.

APPROACHING SUPERVISION

November 20 Lewistown

8:30 a.m. to 4:30 p.m.

Investment is \$118 (discounts for multiple attendees from one organization)

Promotions to supervisory positions generally come on the heels of technical proficiency in the work of the unit. But supervision entails an entirely different set of skills, a new type of job. This seminar identifies the overall role and scope of supervision and the skills, abilities, and personal principles needed to perform the job well.

RETIREMENT: BENEFITS OVERVIEW

November 20 Helena

8:30 a.m. – 4:30 p.m.

Investment is \$99

Do you know what your benefits will be in retirement? This one-day workshop will help answer your benefit questions and get referral information in these areas:

- Social Security benefits
- State of Montana Insurance benefits
- VEBA
- PERS benefits
- Deferred Compensation

BASICS OF MANAGEMENT

Starts November 25 Helena

8:30 a.m. to 4:30 p.m. each day

Investment is \$430 (discounts for multiple attendees from one organization)

This series involves those who are not now in a management position, but whom their agency sees as having leadership potential. Participants complete an assessment before the series and again following the series. Those who pass the post-assessment receive a recommendation that this training count as one-year constructive credit for supervisory experience or as a deciding factor when assessing substantial equally qualified candidates for a supervisory position. Classes will take place on these dates:

- **The Assignment November 25**
- **The Challenge December 2**
- **The Job December 3**
- **The Staff December 9**
- **The Problems December 10**
- **The Choices December 16**

BUILDING COMMUNICATION SKILLS: WORKING WITH DIFFICULT PEOPLE

November 25 Helena

8:30 a.m. – 4:30 p.m.

Investment is \$118 (take the whole *Building Communication Skills* series for \$380 – a 33% savings), (discounts for multiple attendees from one organization)

You can't hand-pick your co-workers. Very often, you come across someone who seems – to you, at least – difficult to deal with. This half-day workshop focuses on several types of difficult people, as well as providing tips on recognizing and coping with them. It also emphasizes the communication skills necessary to cope with all sorts of people and situations.